# Features of your new air conditioner

## Cool Summer Offer

On those hot sweltering summer days and long restless nights, there is no better escape from the heat than the cool comforts of home. Your new air conditioner brings an end to exhausting hot summer days and lets you rest. Beat the heat with your own air conditioner this summer.

## Cost Efficient System

Your new air conditioner not only provides maximum cooling power in the summer, but also can be an efficient heating method in the winter with the advanced "Heat pump" system. "Heat pump" system is 3 times more efficient compare to the other electrical heating appliance, so you can further reduce its running cost. Now, meet year-round needs with one air conditioner.

## Look for Everywhere

The elegant and harmonious design gives priority to the esthetics of your space and complements any of your existing interior décor. With its soft color and rounded-edge shape, the new air conditioner adds class to any room. Enjoy what your air conditioner offers both functionally and esthetically.

## good'sleep function

good'sleep function allows you to set a comfortable sleep temperature while saving energy and having sound sleep.

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This product has been determined to be in compliance with the Low Voltage Directive (2006/95/EC), and the Electromagnetic Compatibility Directive (2004/108/EEC) of the European Union.

***Correct Disposal of This Product***
***(Waste Electrical & Electronic Equipment)***

***(Applicable in the European Union and other European countries with separate collection systems)***

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.
Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.
Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

# Safety precautions

Before using your new air conditioner, please read this manual thoroughly to ensure that you know how to safely and efficiently operate the extensive features and functions of your new appliance.

Because the following operating instructions cover various models, the characteristics of your air conditioner may differ slightly from those described in this manual. If you have any questions, call your nearest contact center or find help and information online at www.samsung.com.



### Important safety symbols and precautions:

| | |
|---|---|
| **WARNING** | Hazards or unsafe practices that may result in **severe personal injury or death.** |
| **CAUTION** | Hazards or unsafe practices that may result in **minor personal injury or property damage.** |

| | | | |
|---|---|---|---|
| | Follow directions. | | Unplug the power plug from the wall socket. |
| | Do NOT attempt. | | Do NOT disassemble. |
| | Make sure the machine is grounded to prevent electric shock. | | |

## FOR INSTALLATION | WARNING

**Plug the power cord into a wall socket with the power specifications of the product or higher and use the socket for this appliance only. In addition, do not use an extension cord.**
- Sharing a wall socket with other appliances using a power strip or extending the power cord may result in electric shock or fire.
- Do not use an electric transformer. It may result in electric shock or fire.
- If the voltage/frequency/rated current condition is different, it may cause fire.

**The installation of this appliance must be performed by a qualified technician or service company.**
- Failing to do so may result in electric shock, fire, explosion, problems with the product, or injury.

**Install a switch and circuit breaker dedicated to the air conditioner.**
- Failing to do so may result in electric shock or fire.

**Fix the outdoor unit firmly so that the electric part of the outdoor unit is not exposed.**
- Failing to do so may result in electric shock or fire.

**Do not install this appliance near a heater, inflammable material. Do not install this appliance in a humid, oily or dusty location, in a location exposed to direct sunlight and water (rain drops). Do not install this appliance in a location where gas may leak.**
- This may result in electric shock or fire.

**Never install the outdoor unit in a location such as on a high external wall where it could fall.**
- If the outdoor unit falls, it may result in injury, death or property damage.

**This appliance must be properly grounded. Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.**
- Failure to do so may result in electric shock, fire, an explosion, or other problems with the product.
- Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with local and national codes.

## FOR INSTALLATION | CAUTION

**This appliance should be positioned in such a way that it is accessible to the power plug.**
- Failing to do so may result in electric shock or fire due to electric leakage.

**Install your appliance on a level and hard floor that can support its weight.**
- Failing to do so may result in abnormal vibrations, noise, or problems with the product.

**Install the draining hose properly so that water is drained correctly.**
- Failing to do so may result in water overflowing and property damage.

**When installing the outdoor unit, make sure to connect the draining hose so that draining is performed correctly.**
- The water generated during the heating operation by the outdoor unit may overflow and result in property damage. In particular, in winter, if a block of ice falls, it may result in injury, death or property damage.

# Safety precautions

## FOR POWER SUPPLY | ⚠ WARNING

**Remove all foreign substances such as dust or water from the power plug terminals and contact points using a dry cloth on a regular basis.**
- ▶ Unplug the power plug and clean it with a dry cloth.
- ▶ Failing to do so may result in electric shock or fire.

**Plug the power plug into the wall socket in the right direction so that the cord runs towards the floor.**
- ▶ If you plug the power plug into the socket in the opposite direction, the electric wires within the cable may be damaged and this may result in electric shock or fire.

**When the appliance or power plug or power cord is damaged, contact your nearest service center.**

**Plug the power plug into the wall socket firmly. Do not use a damaged power plug, damaged power cord or loose wall socket.**
- ▶ This may result in electric shock or fire.

**Do not pull the power cord, when unplugging the power plug.**
- ▶ Unplug the power plug by holding the plug.
- ▶ Failing to do so may result in electric shock or fire.

**Do not pull or excessively bend the power cord. Do not twist or tie the power cord. Do not hook the power cord over a metal object, place a heavy object on the power cord, insert the power cord between objects, or push the power cord into the space behind the appliance.**
- ▶ This may result in electric shock or fire.

## FOR POWER SUPPLY | ⚠ CAUTION

**When not using the air conditioner for a long period of time or during a thunder/lightning storm, cut the power at the circuit breaker.**
- ▶ Failing to do so may result in electric shock or fire.

## FOR USING | ⚠ WARNING

**If the appliance is flooded, please contact your nearest service center.**
- ▶ Failing to do so may result in electric shock or fire.

**If the appliance generates a strange noise, a burning smell or smoke, unplug the power plug immediately and contact your nearest service center.**
- ▶ Failing to do so may result in electric shock or fire.

**In the event of a gas leak (such as propane gas, LP gas, etc.), ventilate immediately without touching the power plug. Do not touch the appliance or power cord.**
- ▶ Do not use a ventilating fan.
- ▶ A spark may result in an explosion or fire.

**To reinstall the air conditioner, please contact your nearest service center.**
- ▶ Failing to do so may result in problems with the product, water leakage, electric shock, or fire.
- ▶ A delivery service for the product is not provided. If you reinstall the product in another location, additional construction expenses and an installation fee will be charged.
- ▶ Especially, when you wish to install the product in an unusual location such as in an industrial area or near the seaside where it is exposed to the salt in the air, please contact your nearest service center.

**Do not touch the power plug or the circuit breaker with wet hands.**
- ▶ This may result in electric shock.

**Do not unplug the power plug or turn the air conditioner off with the circuit breaker while it is operating.**
- ▶ Plugging the power plug into the wall outlet or turning the air conditioner on from the circuit breaker may cause a spark and result in electric shock or fire.

**After unpacking the air conditioner, keep all packaging materials well out of the reach of children, as packaging materials can be dangerous to children.**
- ▶ If a child places a bag over its head, it may result in suffocation.

**Do not insert your fingers or foreign substances into the outlet when the air conditioner is operating.**
- ▶ Take special care that children do not injure themselves by inserting their fingers into the product.

**Do not touch the air flow blade with your hands or fingers during the heating operation.**
- ▶ This may result in electric shock or burns.

**Do not insert your fingers or foreign substances into the air inlet/outlet of the air conditioner.**
- ▶ Take special care that children do not injure themselves by inserting their fingers into the product.

**Do not strike or pull the air conditioner with excessive force.**
- ▶ This may result in fire, injury, or problems with the product.

## FOR USING | ⚠ WARNING

**Do not place an object near the outdoor unit that allows children to climb onto the machine.**
- ▶ This may result in children seriously injuring themselves.

**Do not use this air conditioner for long periods of time in badly ventilated locations or near infirm people.**
- ▶ Since this may be dangerous due to a lack of oxygen, Open a window at least once an hour.

**If any foreign substance such as water has entered the appliance, cut the power by unplugging the power plug and turning the circuit breaker off and then contact your nearest service center.**
- ▶ Failing to do so may result in electric shock or fire.

**Do not attempt to repair, disassemble, or modify the appliance yourself.**
- ▶ Do not use any fuse (such as cooper, steel wire, etc.)other than the standard fuse.
- ▶ Failing to do so may result in electric shock, fire, problems with the product, or injury.

## FOR USING | ⚠ CAUTION

**Do not place objects or devices under the indoor unit.**
- ▶ Water dripping from the indoor unit may result in fire or property damage.

**Check that the installation frame of the outdoor unit is not broken at least once a year.**
- ▶ Failing to do so may result in injury, death or property damage.

**Max current is measured according to IEC standard for safety and current is measured according to ISO standard for energy efficiency.**

**Do not stand on top of the appliance or place objects (such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc.) on the appliance.**
- ▶ This may result in electric shock, fire, problems with the product, or injury.

**Do not operate the appliance with wet hands.**
- ▶ This may result in electric shock.

**Do not spray volatile material such as insecticide onto the surface of the appliance.**
- ▶ As well as being harmful to humans, it may also result in electric shock, fire or problems with the product.

**Do not drink the water from the air conditioner.**
- ▶ The water may be harmful to humans.

**Do not apply a strong impact to the remote controller and do not disassemble the remote controller.**

**Do not touch the pipes connected with the product.**
- ▶ This may result in burns or injury.

**Do not use this air conditioner to preserve precision equipment, food, animals, plants or cosmetics, or for any other unusual purposes.**
- ▶ This may result in property damage.

**Avoid directly exposing humans, animals or plants from the air flow from the air conditioner for long periods of time.**
- ▶ This may result in harm to humans, animals or plants.

**This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.**

## FOR CLEANING | ⚠ WARNING

**Do not clean the appliance by spraying water directly onto it. Do not use benzene, thinner or alcohol to clean the appliance.**
- ▶ This may result in discoloration, deformation, damage, electric shock or fire.

**Before cleaning or performing maintenance, unplug the air conditioner from the wall socket and wait until the fan stops.**
- ▶ Failing to do so may result in electric shock or fire.

## FOR CLEANING | ⚠ CAUTION

**Take care when cleaning the surface of the heat exchanger of the outdoor unit since it has sharp edges.**
- ▶ To avoid cutting your fingers, wear thick cotton gloves when cleaning it.

**Do not clean the inside of the air conditioner by yourself.**
- ▶ For cleaning inside the appliance, contact your nearest service center.
- ▶ When cleaning the internal filter, refer to the descriptions in the 'Cleaning the air conditioner' section.
- ▶ Failure to do may result in damage, electric shock or fire.

# Checking before use

## Operation ranges

**The table below indicates the temperature and humidity ranges the air conditioner can be operated within. Refer to the table for efficient use.**

| MODE | OPERATING CONDITIONS | IF OUT OF CONDITIONS |
|---|---|---|
| COOL | Indoor temp: 18°C~32°C | - A safety device will stop continuously the system functioning;<br>- Condensation may occur on the indoor unit with risk to have either water blow off or drops on the floor; |
| | Indoor humidity: below 80% | |
| | Outdoor temp: -10°C~43°C(✳026/035✳)<br>Outdoor temp: -15°C~43°C(✳052/070/071✳) | |
| HEAT | Indoor temp: below 27°C | - A safety device will stop continuously the system functioning; |
| | Outdoor temp: -15°C~24°C(✳026/035✳) Outdoor temp: -20°C~24°C(✳052/070/071✳) | |
| DEHUMIDIFYING | Indoor temp: 18°C~32°C | - A safety device will stop continuously the system functioning;<br>- Condensation may occur on the indoor unit with risk to have either water blow off or drops on the floor; |
| | Indoor humidity: below 80% | |
| | Outdoor temp: -10°C~43°C(✳026/035✳) Outdoor temp: -15°C~43°C(✳052/070/071✳) | |
| POWER SUPPLY | Single phase rated voltage<br>minimum and maximum limit | 220V-240V~,50Hz<br>198V min.-264V max. |

▶ ***Any damage occurs out of condition specified cannot be covered by product warranty.***
***If the system works continuosly outside of conditions, its performace and reliability will be compromised.***

## Maintaining your air conditioner

### Internal protections via the unit control system

▶ This internal protection operates if an internal fault occurs in the air conditioner.

| Type | Description |
|---|---|
| Against cold air | The internal fan will be off to against cold air when the heat pump is heating. |
| De-ice cycle | The internal fan will be off to against cold air when the heat pump is heating. |
| Anti-protection of internal battery | The compressor will be off to protect internal battery when the air conditioner operates in Cool mode. |
| Protect compressor | The air conditioner does not start operating immediately to protect the compressor of the outdoor unit after it has been started. |

NOTE

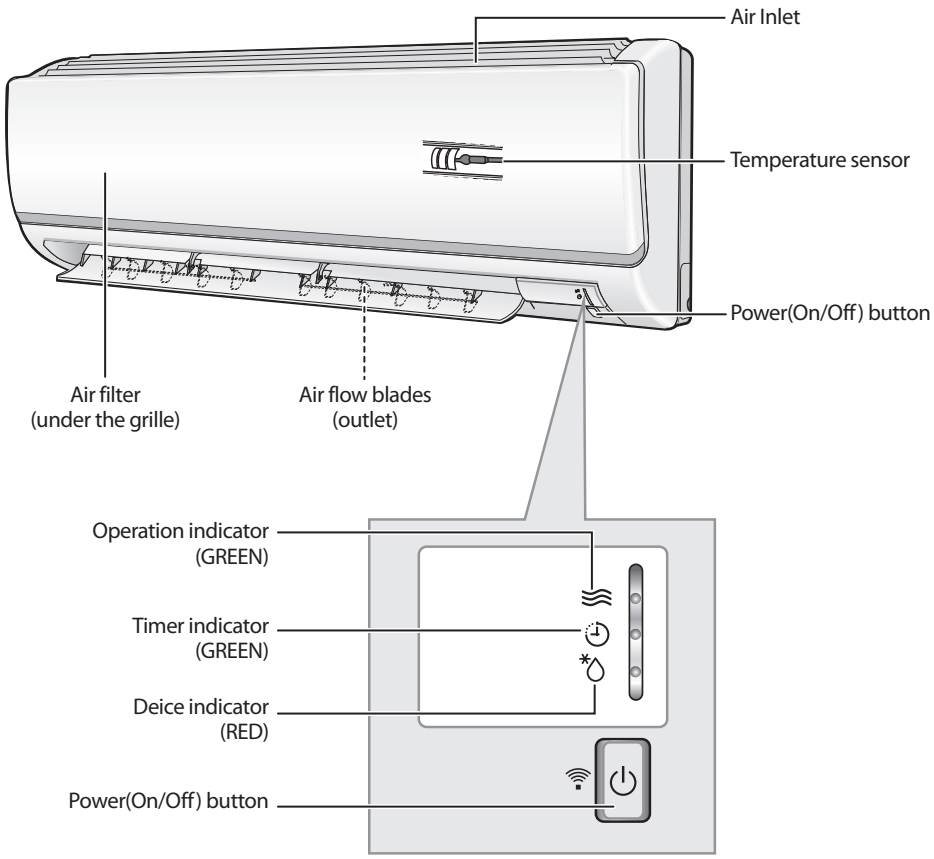
- If the heat pump is operating in Heat mode, De-ice cycle is actuated to remove frost from an outdoor unit that may have deposited at low temperatures.
  The internal fan is switched off automatically and restarted only after the de-ice cycle is completed.

# Checking the name of the parts

Your air conditioner may slightly look different from illustration shown above depending on your model.

## Main parts



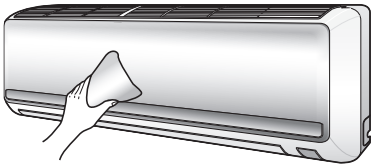


# Cleaning the air conditioner

CAUTION
- **Make sure the power is turned off and unplugged from the wall socket when cleaning the air conditioner.**

## Cleaning the indoor unit

- Wipe the surface of the unit with a slightly wet or dry cloth when needed.

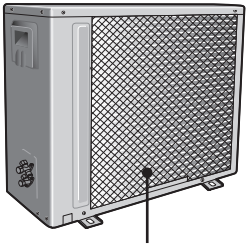


NOTE
- Contact the service center when you clean the indoor unit heat exchanger because it needs to be disassembled.

CAUTION
- Do not clean the display using alkaline detergent.
- Do not use sulfuric acid, hydrochloric acid, organic solvents (such as thinner, kerosene and acetone etc.) to clean the surface of the product or put any stickers on it. They may damage the surface of the air conditioner.

## Cleaning the outdoor unit heat exchanger

- When dust accumulates on the heat exchanger, it may decrease cooling performance. Therefore, clean it regularly.
- Spray water to clean the dust.



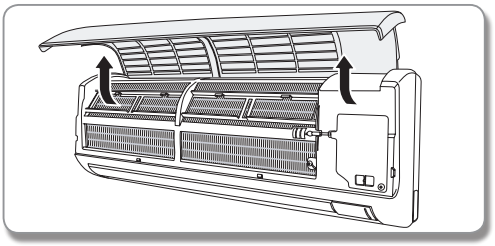
**Heat exchanger**
(Illustration may differ slightly depending on the models)

NOTE
- If it is difficult to clean the outdoor unit heat exchanger on your own, contact service center.

CAUTION
- Be careful with the sharp edges on the outdoor unit heat exchanger.

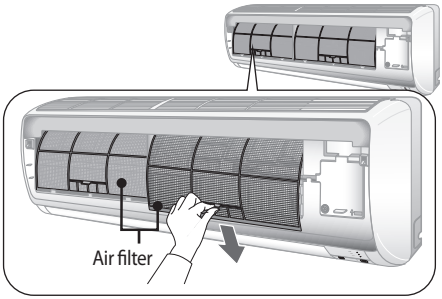
## Opening the panel

Tightly grab top of the front panel and pull it down to open.
Then slightly lift the panel up.



## Removing the Air filter

Grab the handle and lift it up. Then, pull the Air filter towards you and slide it down.

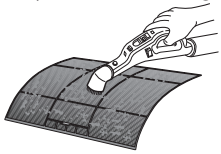



## Cleaning the air filter

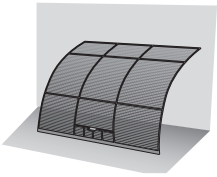
Washable foam based air filter captures large particles from the air. The filter is cleaned with a vacuum or by hand washing.

**Open the panel and put the Air filter out.**

**Clean the Air filter with a vacuum cleaner or soft brush. If dust is too heavy, rinse it with running water.**



**Dry the Air filter in a ventilated area.**



**Insert the Air filter back in its original position and close the front panel.**

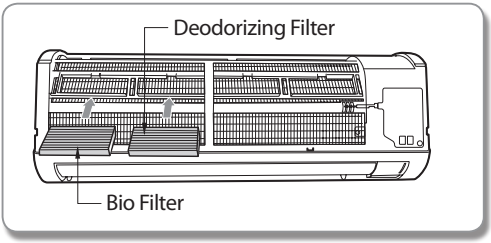
NOTE

- Clean the Air filter every 2 weeks or when the filter clean reminder lights up. Cleaning term may differ depending on the usage and environmental conditions. In dusty area, clean it once a week.
- If you turn off the air conditioner by pressing **Power** ⏻ button, the filter clean reminder will be turned off.
- If the Air filter dries in a confined (or humid) area, odors may generate. If it occurs, re-clean and dry it in a well-ventilated area.

# Cleaning Deodorizing and Bio filter (Option)

***To remove minute dust particles and odors, deodorizing and Bio filter are installed in the air conditioner. You should clean the filters every3 months.***

1. Open the upper front grille by pulling the lower right and left tabs of the grille.
2. Pull out the deodorizing and Bio filter.
3. Wash the filters with clean water, then dry them in the shade.
4. Insert the filters into the original position.
5. Close the front grille.



# Maintaining the air conditioner

If the air conditioner will not be used for an extended period of time, dry the air conditioner to maintain it in best condition.

1. **Dry the air conditioner thoroughly by operating in Fan mode for 3 to 4 hours and disconnect the power plug. There may be internal damage if moisture is left in components.**
2. **Before using the air conditioner again, dry the inner components of the air conditioner again by running in Fan mode for 3 to 4 hours. This helps remove odors which may have generated from dampness.**



## Periodical checks

Refer to the following chart to maintain the air conditioner properly.

| Type | Description | Every 2 weeks | Every 3 months | Every 4 months | Once a year |
|---|---|---|---|---|---|
| Indoor unit | Clean the air filter (1) | ● | | | |
| | Clean the condensate drain pan (2) | | | | ● |
| | Thoroughly clean the heat exchanger (2) | | | | ● |
| | Clean the condensate drain pipe (2) | | | ● | |
| | Replace the remote controller batteries (1) | | | | ● |
| Outdoor unit | Clean the heat exchanger on the outside of the unit (2) | | | ● | |
| | Clean the heat exchanger on the inside of the unit (2) | | | | ● |
| | Clean the electric components with jets of air (2) | | | | ● |
| | Verify that all the electric components are firmly tightened (2) | | | | ● |
| | Clean the fan (2) | | | | ● |
| | Verify that all the fan assembly is firmly tightened (2) | | | | ● |
| | Clean the condensate drain pan (2) | | | | ● |

● **: This check mark requires checking the indoor/outdoor unit periodically, following to the description to maintain the air conditioner properly.**

NOTE
(1) The described operations should be performed more frequently if the area of installation is very dusty.
(2) These operations must always be performed by qualified personnel. For more detailed information, see the installation part in the manual.

# Troubleshooting

Refer to the following chart if the air conditioner operates abnormally. This may save time and unnecessary expenses.

| PROBLEM | SOLUTION |
|---|---|
| **The air conditioner does not work at all.** | • Check power status and then operate the air conditioner again.<br>• Plug in or switch on the circuit breaker and then operate the air conditioner again.<br>• Check if you have set the Off Timer. Operate the air conditioner again by pressing the **Power** button. |
| **The temperature adjustment is not working.** | • Check if you have selected Fan/Turbo mode. In these modes, desired temperature is set to auto and you cannot adjust the temperature. |
| **Cool/Warm air does not come out of the air conditioner.** | • Check if the set temperature is higher(during Cool mode)/lower(during Heat mode) than the current temperature. Press the **Temp +** or **-** button on the remote controller to change the set temperature.<br>• Check if the Air filter is blocked by dirt. If there is a lot of dust on the Air filter, cooling(heating) performance may decrease. Clean them frequently.<br>• Check if the outdoor unit is covered or installed near the obstacle. Take the cover off and take the obstacle away.<br>• If you want to operate the air conditioner in the sunlight, cover the outdoor unit using curtains or etc.<br>• Check if the air conditioner is operating in De-ice mode. When the ice formed in winter or the outdoor temperature is too low, the air conditioner operates in De-ice mode automatically. In De-ice mode, indoor fan stops and cool air does not come out.<br>• If the doors or windows are open, it may cause bad cooling (heating) performance. Close the doors and windows.<br>• Check if the air conditioner has just been turned on after stopping cooling(heating) operation. In this case, just a fan will run to protect the outdoor unit compressor.<br>• Check if the pipe length is too long. When the pipe length exceeds maximum allowable pipe length, cooling (heating) performance may decrease. |
| **Air flow adjustment is not working.** | • Check if you have selected Auto/Dry/good' sleep mode. In these modes, desired temperature is set to auto and you cannot adjust the temperature. |
| **Fan speed adjustment is not working.** | • Check if you have selected Auto/Dry/Turbo/good' sleep mode. In these mode, fan speed is set to Auto and you cannot adjust the fan speed. |
| **Remote controller is not working.** | • Check if your batteries are depleted.<br>• Make sure nothing is blocking your remote controller sensor.<br>• Check that there are strong lighting apparatus near the air conditioner. Strong light which comes from fluorescent bulbs or neon signs may interrupt the electric waves. |
| **Timer function does not set.** | • Check if you press the **Set** button on the remote controller after you have set the time. |
| **The indicator is blinking continuously.** | • Press the **Power** ⏻ button or disconnect the power plug/switch off the auxiliary power switch.<br>If the indicator is still blinking, contact the service center. |
| **Odors permeate in the room during operation.** | • Check if the appliance is running in a smoky area. Ventilate the room or operate the air conditioner in Fan mode for 1~2 hours. (We do not use smelly components in the air conditioner.) |

| PROBLEM | SOLUTION |
|---|---|
| **Error is indicated.** | • When an indoor unit indicator blinks, contact the nearest service center. |
| **Noise is generated.** | • Depending on the status of the air conditioner usage, noise can be heard when refrigerant flow movement changes. It is normal. |
| **Smoke is generated from the outdoor unit.** | • If may not be a fire but it can be a steam generated by the defrost operation from outdoor heat exchanger during Heat mode in winter. |
| **Water is dropping from the outdoor unit piping connection.** | • Water may be generated because of the temperature difference. It is normal. |

# QUESTIONS OR COMMENTS?

| COUNTRY | CALL | OR VISIT US ONLINE AT |
|---|---|---|
| ALBANIA | 42 27 5755 | |
| AUSTRIA | 0810 - SAMSUNG (7267864, € 0.07/min) | www.samsung.com |
| BELGIUM | 02-201-24-18 | www.samsung.com/be (Dutch)<br>www.samsung.com/be_fr (French) |
| BOSNIA | 05 133 1999 | |
| BULGARIA | 07001 33 11 | www.samsung.com |
| CROATIA | 062 SAMSUNG (062 726 7864) | www.samsung.com |
| CZECH | 800 - SAMSUNG (800-726786) | www.samsung.com |
| DENMARK | 70 70 19 70 | www.samsung.com |
| FINLAND | 030 - 6227 515 | www.samsung.com |
| FRANCE | 01 48 63 00 00 | www.samsung.com |
| GERMANY | 01805 - SAMSUNG(726-7864 € 0,14/Min) | www.samsung.com |
| GREECE | IT and Mobile : 80111-SAMSUNG (80111 7267864) from land line, local charge/ from mobile, 210 6897691 Cameras, Camcorders, Televisions and Household Appliances From mobile and fixed 2106293100 | www.samsung.com |
| HUNGARY | 06-80-SAMSUNG(726-7864) | www.samsung.com |
| ITALIA | 800-SAMSUNG(726-7864) | www.samsung.com |
| KOSOVO | +381 0113216899 | |
| LUXEMBURG | 261 03 710 | www.samsung.com |
| MACEDONIA | 023 207 777 | |
| MONTENEGRO | 020 405 888 | |
| NETHERLANDS | 0900-SAMSUNG (0900-7267864) (€ 0,10/Min) | www.samsung.com |
| NORWAY | 815-56 480 | www.samsung.com |
| POLAND | 0 801 1SAMSUNG(172678)<br>022-607-93-33 | www.samsung.com |
| PORTUGAL | 80820-SAMSUNG(726-7864) | www.samsung.com |
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Commercial-Split Type Series

# Air Conditioner
## user manual

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